ABSTRACT OF THE DISCLOSURE

[1022] An enhanced network management system is disclosed. The network management system is configured to receive management information via multiple virtual connections from multiple data communication nodes. The management information includes service level information for a transparent connection, for example, a Digital Subscriber Line (DSL) connection carrying encapsulated frame relay packets between two networks, for example a wide area network and a local area network. The transparent connection is intermediate to the wide area network and the local area network. The management information further includes equipment failure information of customer equipment, for example, a bridging node used to encapsulate the frame relay packets. Thus, using the collected management information, a network outage caused by customer equipment failure can be differentiated from a service provider service level event.

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